



Richmond Refinery | IIF

Richmond LT

**2Q Proactive Event –
Loss Prevention**

Safety Moment

April 29, 2010

Key Messages



1. The 2Q Proactive Event works to improve the following areas of our IIF 2010 plan: Improve use and belief in SWA, Operational Discipline, Engage all levels of the workforce in IIF, and Risk Recognition with LPS Tools.
2. Who are we reaching with our Proactive Events? 1st and 2nd line supervisors are planning and following through with their workgroups during the proactive event.
3. Responses to the Monday and Tuesday activities are summarized. 86% of participants believe we can work Incident and Injury Free.

2010 IIFLT Target areas that 2Q Proactive event promotes



Improve the Belief and Use in Stop Work Authority

- Tuesday – Stop Work Authority and Tenet #10 Day as it relates to Teamwork
- Focus of the Refinery Walkabout with Intent



Develop a meaningful process that people can use to recognize risk

- Wednesday LPS Tool day – how using the tools can build Teamwork



People in the refinery live with a sense of urgency about completing Every Task, the Right Way, Every Time

- Thursday – Beyond Zero and completing every task the right way, every time because we want to!



Continue to Engage and Enroll all levels of the workforce in Incident and Injury Free

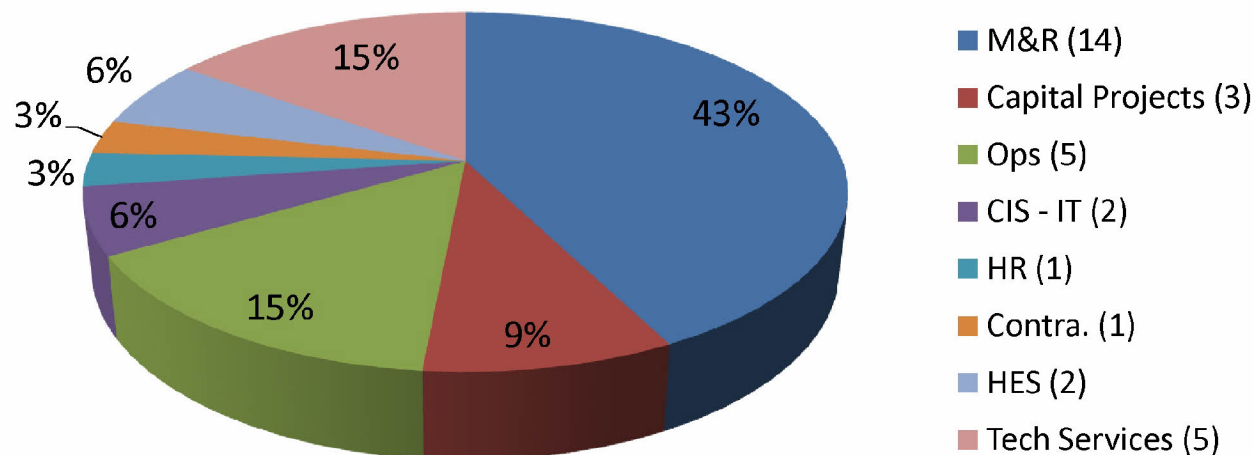
- Monday – Review and Refresh basic Incident and Injury Free Concepts

Who are we reaching?



Activity sheets (submitted by Tuesday, 4/27) reflect 33 work groups engaged in a 30 minute supervisor lead discussion.

**Monday Total: 33 Work Group Activity Sheet
Submitted to IIF**

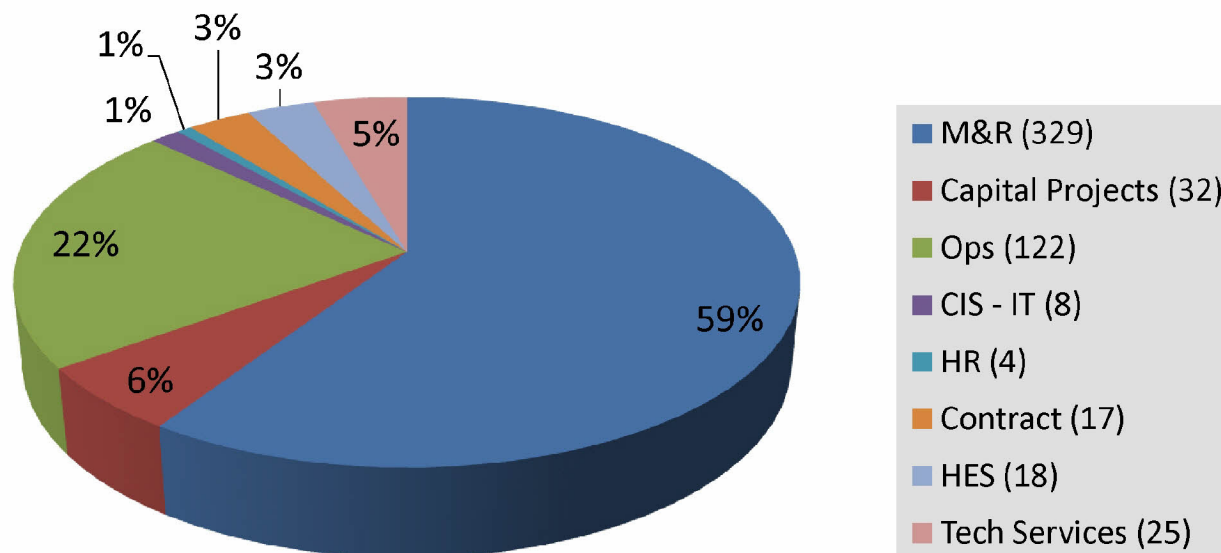


Who are we reaching?



Activity sheets (submitted by Tuesday, 4/27) reflect 555 employees engaged in a 30 minute supervisor-lead discussion.

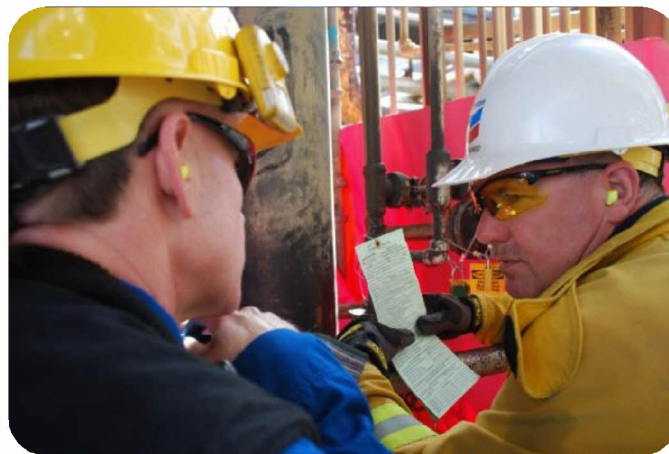
Monday Total: 555 persons engaged in IIF and Teamwork discussion



Who believes we can work Incident and Injury Free?



466 people involved in the submitted activity sheets responded they believe we can work/live Incident and Injury Free.



84% of participants believe we can work Incident and Injury Free.

What personal behaviors build and break down Teamwork?



Build

Cooperation
Respect
Helping others
Accept criticism
Keep an eye out for the other guy.
Integrity
Chevron Way Principles
Do what you say you will do
Embrace diversity
Attitude, pride, ego
Trust
Sharing LPSAs
Utilize skill and expertise of workers
Honesty
Setting good examples (especially leaders)
Courtesy
Collaboration
Positive behaviors
Inclusiveness
Sharing
Friendship
Being responsible and accountable

Break

Negativity
Poor communication of status or goals
Ridicule
Bad moods
Not listening
Complacency
Moving people unnecessarily
Attitude, pride, ego
Working in silos
"freelancing"
Aggressive attitudes
Rudeness
Uncaring
Blame Game
Selfish attitude
Horseplay

Stop Work Authority and Walk about with Intent



Why is Stop Work Authority important to building our safety culture?

Every group responded that SWA is an integral element to building our safety culture.

"Safety starts from the bottom up, not the top down. It makes everyone feel they are equal and their input is valued".

Walk about with Intent

- 29 Supervisors / Managers formed teams of 2-3
- Visited at least 12 field locations and engage in discussions focused on Stop Work Authority, concerns from the workforce, and provide positive feedback to people they spoke with.
- Supervisor to Supervisor engagement is a secondary benefit to planned walk about with intent.